



SIB 32 01 20

RECALL CAMPAIGN 20V-083: THROTTLE CABLE

2020-04-09

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

E-Series	Model Description
K09	C 400 X

AFFECTED VEHICLES

To determine if a specific vehicle is affected by this Campaign, it will be necessary to verify all VIN's through AIR (Aftersales Information Research). Based on the response of the system, either proceed with the repair or take no further action.

Note: VIN's in DCS Vehicle History Check may not appear until 24-72 hours after the release of this bulletin, therefore AIR is the recommended method for determining open campaigns.

SITUATION

The position of the throttle cable may cause an accumulation of water in the throttle cable sleeves that will not drain when riding in the rain for an extended period of time or when thoroughly cleaning the bike.

When riding in outside temperatures below freezing, this can lead to stiff movement up to the complete freezing of the throttle cables, and lead to a critical riding situation.



Figure 1: Routing of throttle cable

DELIVERY STOP

This Service Information Bulletin replaces delivery stop "STOP320002.

CORRECTION

A final technical solution will be available in fall 2020.

PROCEDURE

For customers who bring their scooter to the dealer:

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1. Perform the **TEMPORARY** conversion of the throttle cables as described in the attached repair instruction 00 60 360 "Reworking the accelerator cables and throttle grip".
2. Inform the customer about the circumstance, and not to wash the vehicle intensively in the area of the throttle grip.

Note: New scooters must remain in dealer inventory and cannot be sold.

NHTSA STATEMENT

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motorcycle covered by this notification until the recall repair has been performed. This means that dealers may not legally deliver new motorcycles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall.

Note also:

- Substantial civil penalties apply to violations of the Safety Act
- You should not sell, lease or deliver any Certified Pre-Owned or used motorcycles subject to a safety recall until the repair is completed
- Follow any special instructions that we provide to you for the return or disposition of recall parts

PARTS INFORMATION

Part Number	Description	Quantity
83 30 5 A23 6D0	Heat-shrink tubing set	1 set for 5 vehicles

The heat-shrink tubing set can be claimed by adding the part number to a single warranty claim related to this campaign for every 5 VIN's per dealer.

WARRANTY INFORMATION

The repair described in this bulletin is covered under warranty regardless of time or mileage. Reimbursement for this Recall Campaign is through normal claim entry utilizing the following information:

Defect Code:	Description:
00 00 32 11 00	Throttle cable follow up work

Labor Operation:	Description:	Labor Allowance:
*00 60 360	Reworking the accelerator cables and throttle grip	9 FRU's
+00 60 860	Reworking the accelerator cables and throttle grip	8 FRU's

*Main Work: This main labor operation includes all repair procedures to complete the task with allowance for necessary ancillary tasks (e.g. visual inspection, lubrication, cleaning parts etc.) and administrative tasks. Only one main labor operation can be claimed per repair visit. All other labor operations for any other line(s) must be claimed using plus code labor operations. Please refer to the Warranty Policy and Procedures Manual regarding add-ons, proper support, documentation, claims submission and archiving requirements as applicable.

Questions Regarding This Bulletin?

Technical inquires	Please contact the Motorrad Technical Support Group
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Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquires	Submit an IDS ticket to the Motorrad Parts Department

TREAD ACT CUSTOMER REIMBURSEMENT PLAN (BMW of North America, LLC)


If you have paid for the repair described in the attached letter, and you would like your expenses to be considered for reimbursement, please contact your authorized BMW Motorcycle dealer. Expenses paid to repair facilities outside of the BMW Motorcycle dealer network will be considered; however, the repair procedure must meet BMW standards.

Your authorized BMW Motorcycle dealer will request a copy of your owner notification letter, as well as, your previously paid invoice. They will then inspect your motorcycle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification sent by BMW are not eligible for reimbursement.

Your authorized BMW Motorcycle dealer should be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, your BMW Motorcycle dealer will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW Motorcycle dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417  for any special assistance that you may require.

In special situations where your authorized BMW Motorcycle dealer cannot be of assistance, you may submit your written request for reimbursement to:

Customer Relations and Services Department
 BMW of North America, LLC
 P.O. Box 1227
 Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your motorcycle (if it is still in your possession and was repaired at a facility outside of the BMW Motorcycle dealer network) will need to be inspected at an authorized BMW Motorcycle dealer before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.

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